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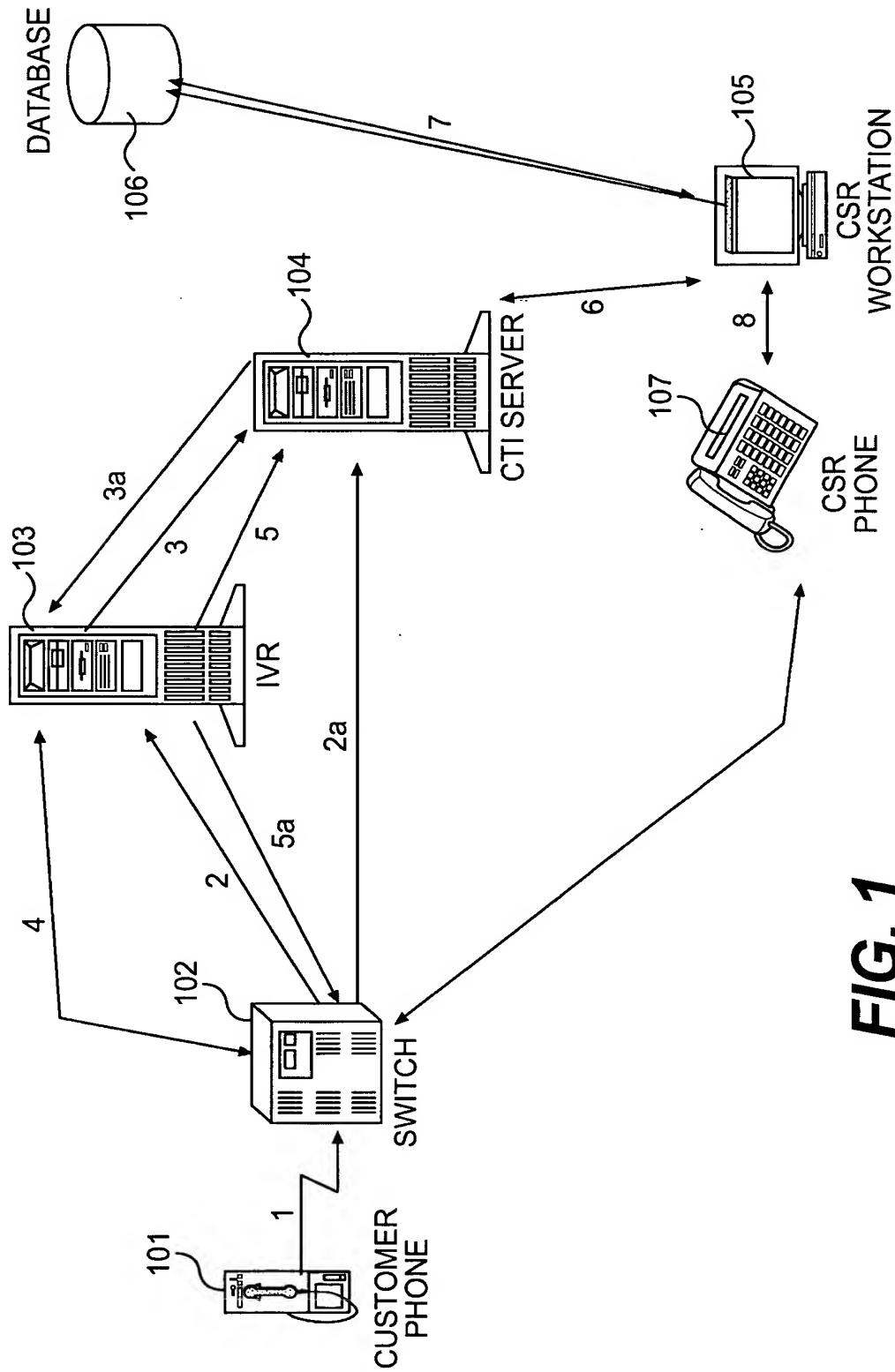
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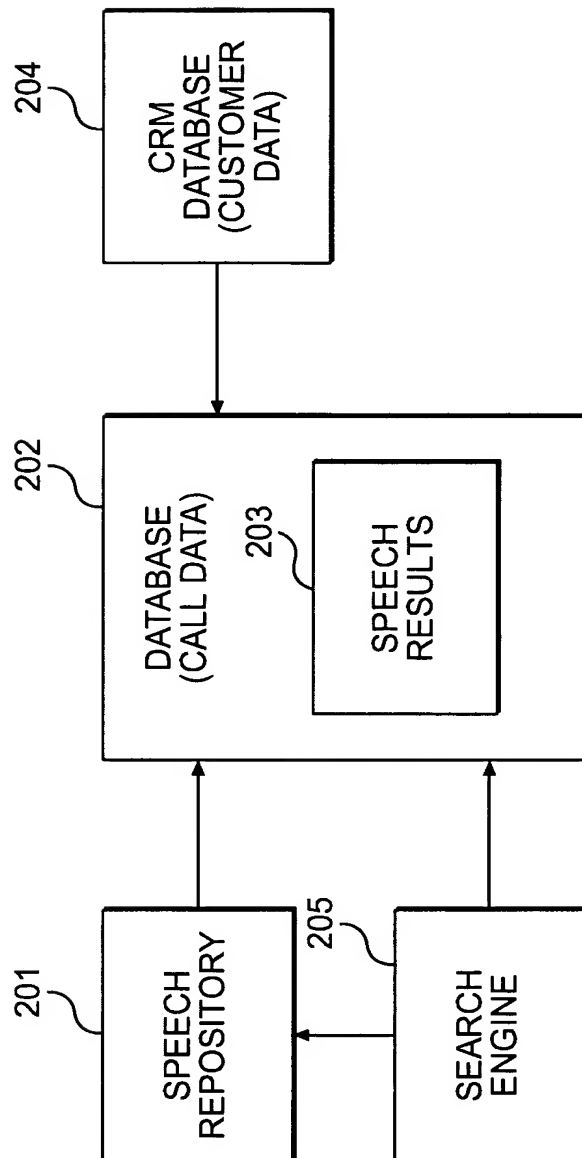
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Replacement Sheet

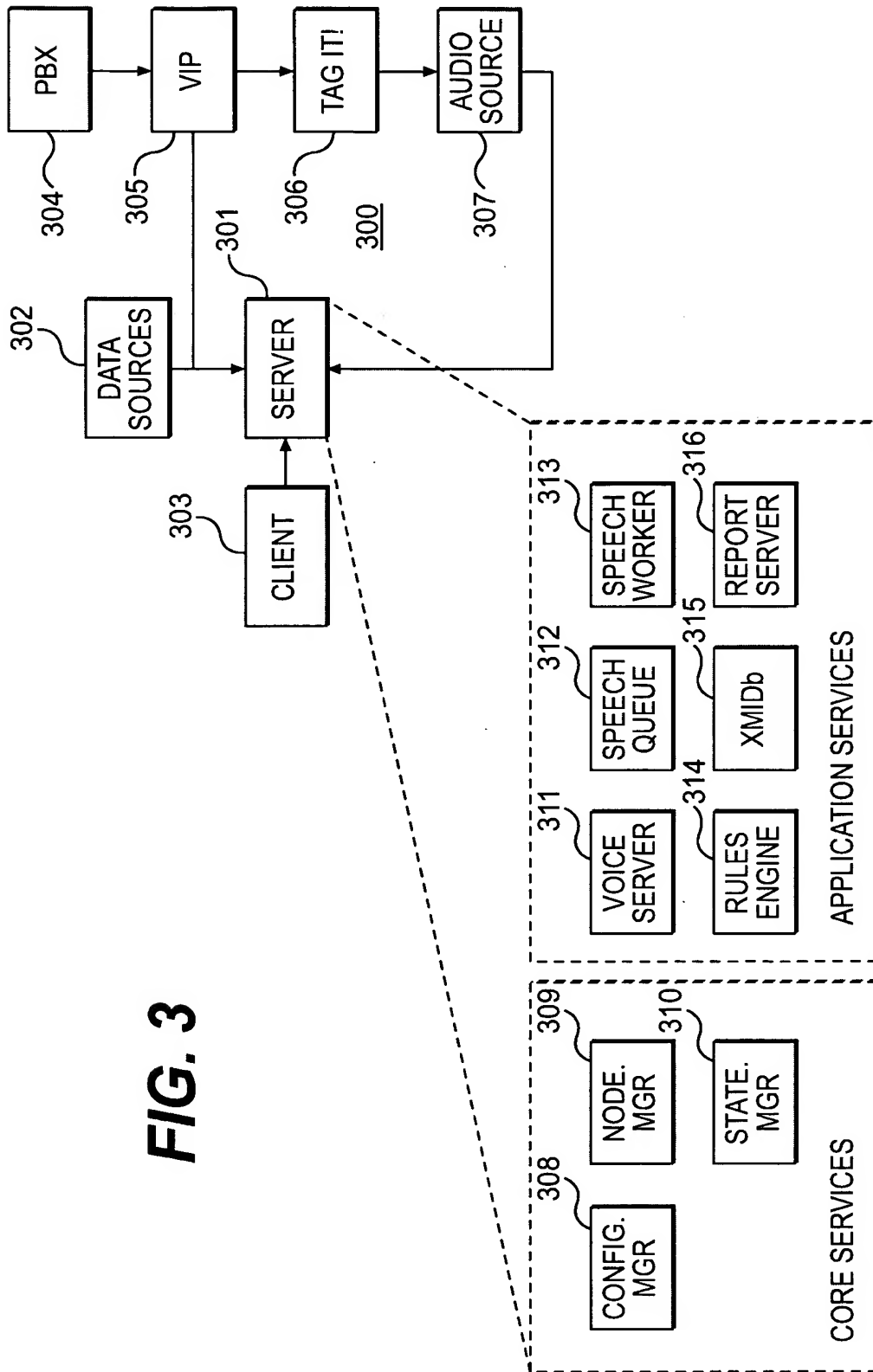


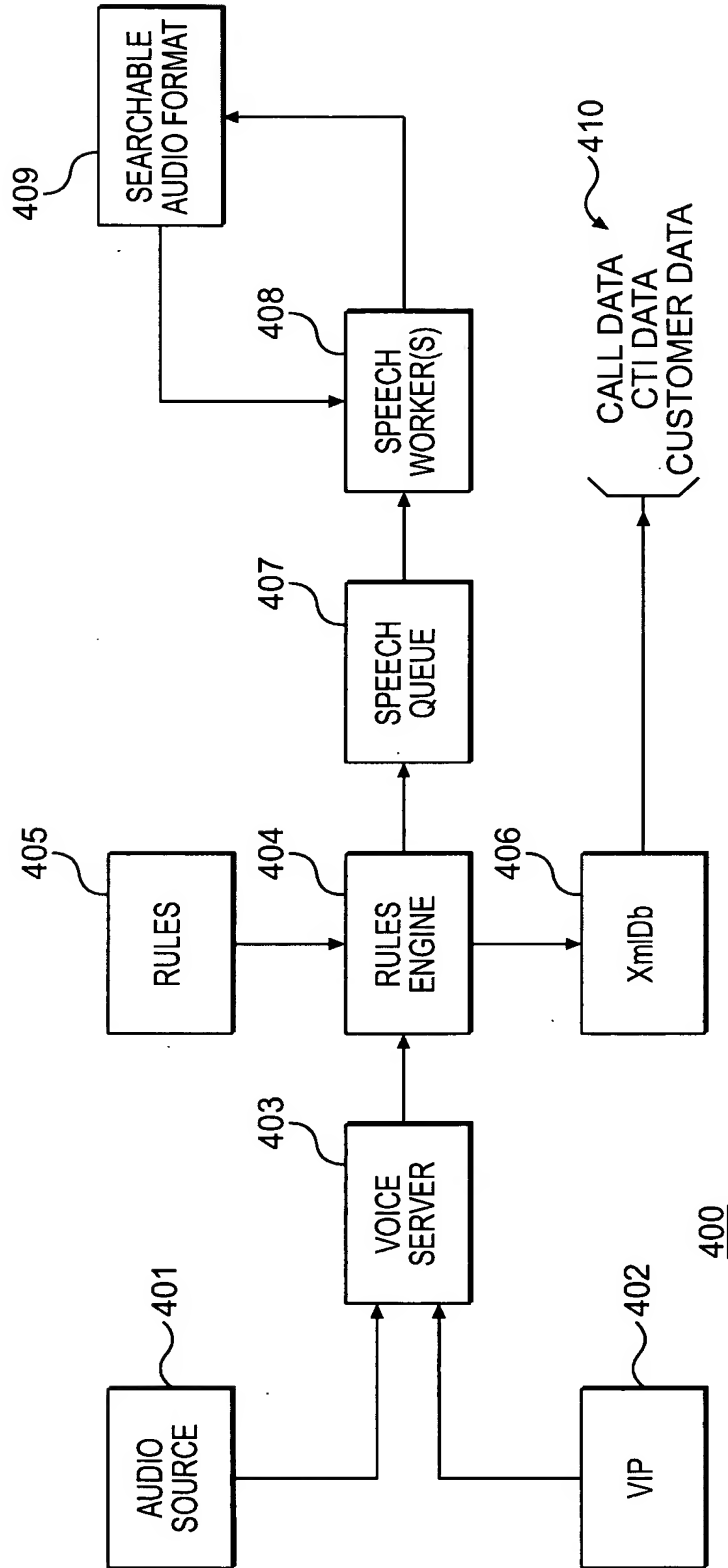
**FIG. 1**



**FIG. 2**

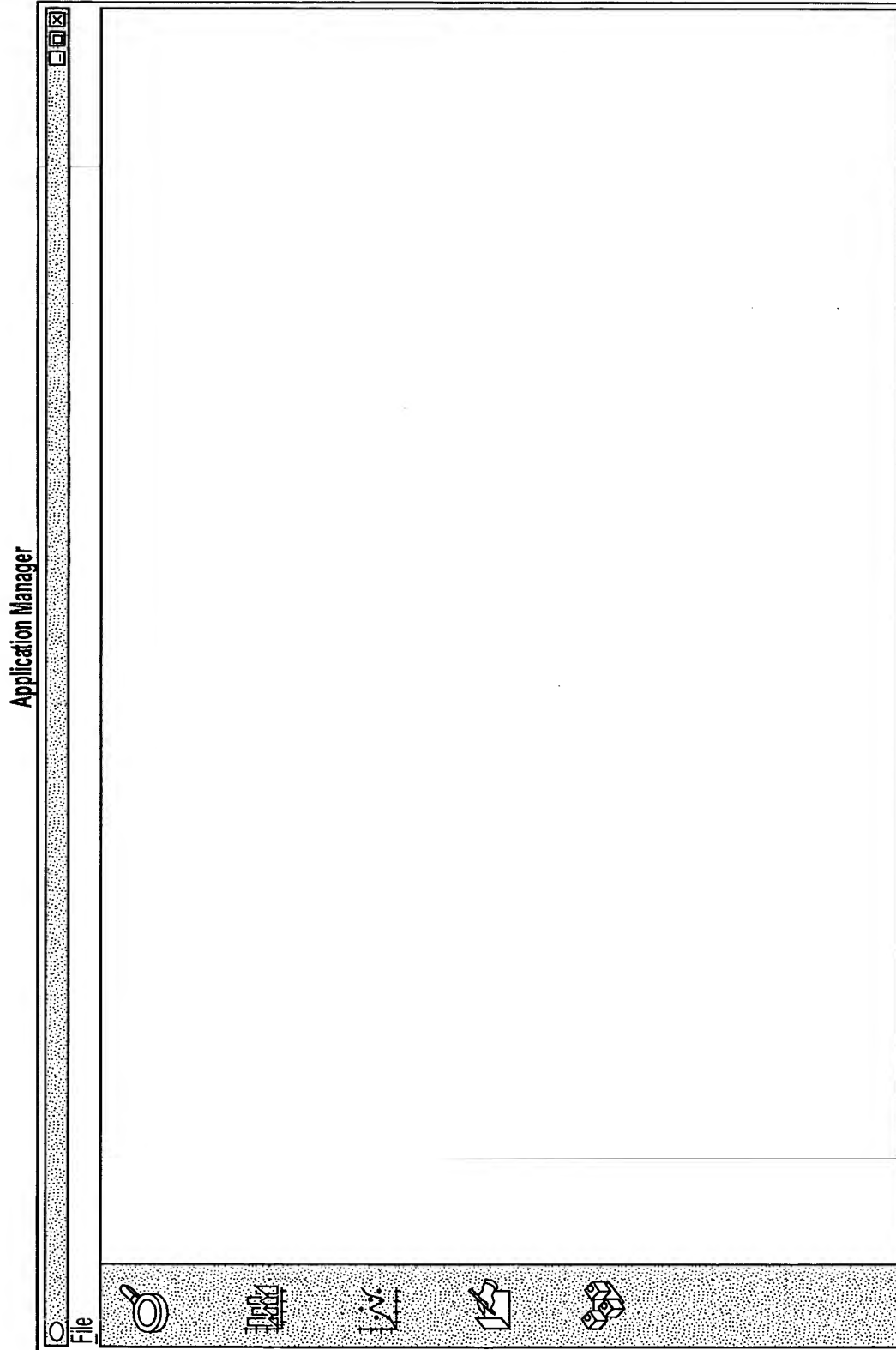
**FIG. 3**





**FIG. 4**

# Replacement Sheet



**FIG. 5**

| SpotIt! Speech Browser            |                     |          |                       |                       |                     |
|-----------------------------------|---------------------|----------|-----------------------|-----------------------|---------------------|
| Info and Alerts:                  |                     |          |                       |                       |                     |
| Call ID                           | Recorder ID         | Channel  | Time                  | Priority              | Text                |
| △ 157688                          | logger@10.2.100.195 | 4121     | 3/13/2002 10:52:34 AM | 2                     | You said: Manager   |
| ○ 157616                          | logger@10.2.100.195 | 4121     | 3/12/2002 9:23:15 PM  | 1                     | You said: Tabby Cat |
| △ 157616                          | logger@10.2.100.195 | 4121     | 3/12/2002 9:23:14 PM  | 2                     | You said: Manager   |
| △ 157615                          | logger@10.2.100.195 | 4121     | 3/12/2002 9:22:31 PM  | 2                     | You said: Manager   |
| ○ 157614                          | logger@10.2.100.195 | 4121     | 3/12/2002 9:15:25 PM  | 1                     | You said: Tabby Cat |
| ○ 157613                          | logger@10.2.100.195 | 4121     | 3/12/2002 9:14:43 PM  | 1                     | You said: Tabby Cat |
| ○ 157611                          | logger@10.2.100.195 | 4121     | 3/12/2002 9:13:47 PM  | 3                     | You said: Engineer  |
| <b>Call History: (4736 calls)</b> |                     |          |                       |                       |                     |
| Call ID                           | Recorder ID         | Channel  | Start Time            | End Time              | State               |
| △ 157688                          | logger@10.2.100.195 | 4121     | 3/13/2002 10:49:13 AM | 3/13/2002 10:49:32 AM | Monitored           |
| △ 157671                          | logger@10.2.100.195 | 4132     | 3/13/2002 5:21:18 AM  | 3/13/2002 5:22:05 AM  |                     |
| △ 157669                          | logger@10.2.100.195 | 4132     | 3/13/2002 4:46:56 AM  | 3/13/2002 5:21:18 AM  |                     |
| △ 157667                          | logger@10.2.100.195 | 4132     | 3/13/2002 4:05:29 AM  | 3/13/2002 4:46:52 AM  |                     |
| △ 157666                          | logger@10.2.100.195 | 4132     | 3/13/2002 4:02:19 AM  | 3/13/2002 4:05:29 AM  |                     |
| △ 157665                          | logger@10.2.100.195 | 4132     | 3/13/2002 3:58:27 AM  | 3/13/2002 4:02:17 AM  |                     |
| △ 157663                          | logger@10.2.100.195 | 4132     | 3/13/2002 3:27:49 AM  | 3/13/2002 3:58:26 AM  |                     |
| <b>Speech Results</b>             |                     |          |                       |                       |                     |
| Call ID                           | Recorder ID         | Score    | Offset                | Phrase                |                     |
| △ 157688                          | logger@10.2.100.195 | 0.805966 | 00 00 05 48           | manager               |                     |
| △ 157616                          | logger@10.2.100.195 | 0.826256 | 00 00 08 38           | tabby cat             |                     |
| △ 157616                          | logger@10.2.100.195 | 0.8682   | 00 00 07 82           | manager               |                     |
| △ 157615                          | logger@10.2.100.195 | 0.824312 | 00 00 07 55           | manager               |                     |
| △ 157614                          | logger@10.2.100.195 | 0.866054 | 00 00 09 72           | tabby cat             |                     |
| △ 157613                          | logger@10.2.100.195 | 0.969665 | 00 00 10 26           | tabby cat             |                     |

Data:  10k ☐ Online ☐ Busy

**FIG. 6**

# Replacement Sheet

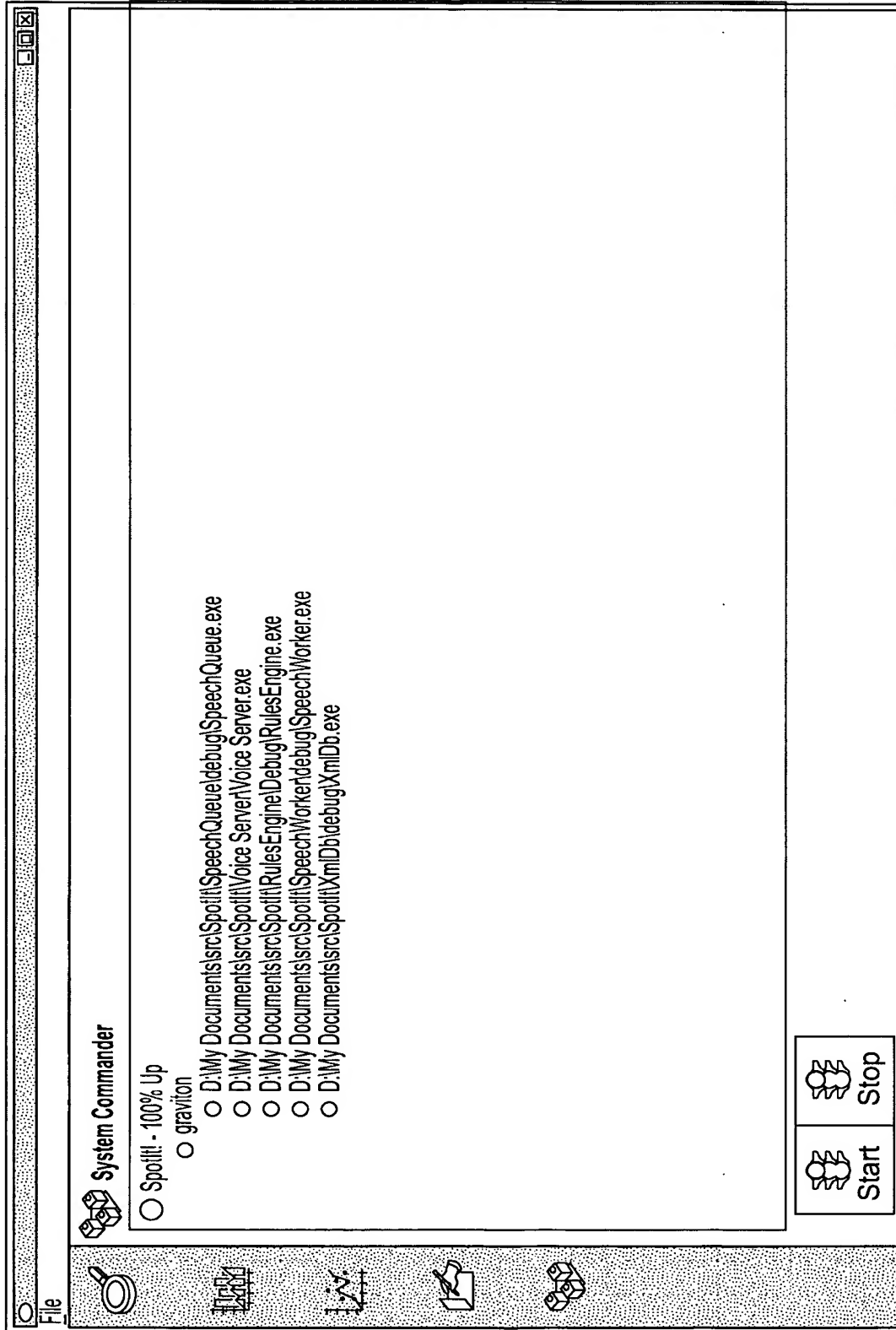
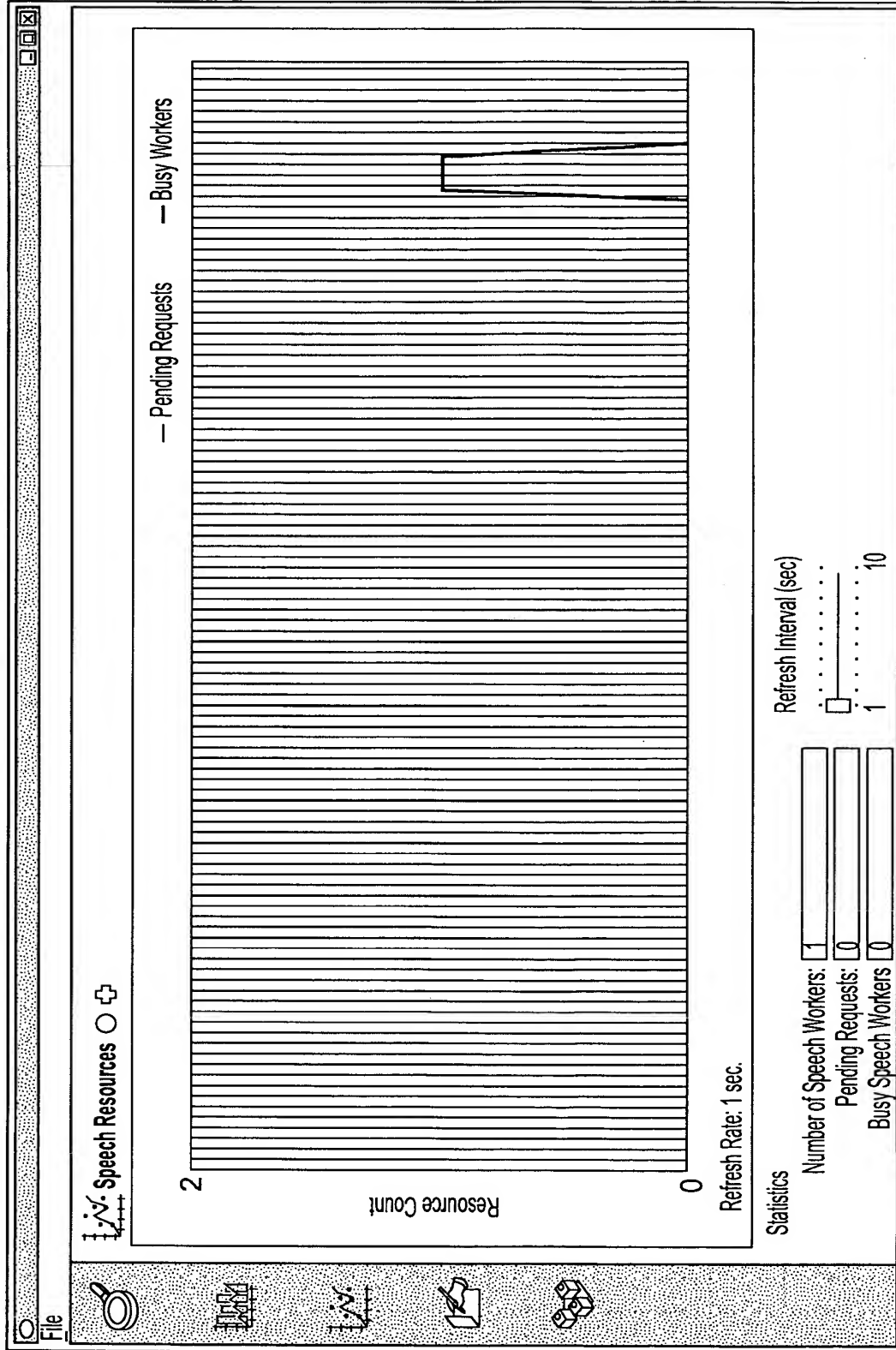


FIG. 7



# Replacement Sheet



**FIG. 8**

# Replacement Sheet

| SpotIt! Speech Browser |         |             |                            |  |
|------------------------|---------|-------------|----------------------------|--|
| Info and Alerts:       | Call ID | Recorder ID | Channel Time Priority Text |  |
|                        |         |             |                            |  |
|                        |         |             |                            |  |
|                        |         |             |                            |  |
|                        |         |             |                            |  |
|                        |         |             |                            |  |
|                        |         |             |                            |  |

| Simple   | Advanced   |
|--|--|
| Spoken phrase to search for:<br><input type="text" value="test call"/> |  |
| Calls:   |  |
| <input type="radio"/> All  |  |
| <input checked="" type="radio"/> In the last                           | <input type="text" value="1"/><br>Weeks                    |
| <input type="radio"/> Starts on:                                       | <input type="text" value="3/13/2002"/><br>▼                |
| <input type="radio"/> Starts after:                                    | <input type="text" value="3/13/2002"/><br>▼<br>12:50:59 PM |
| <input type="radio"/> Starts before:                                   | <input type="text" value="3/13/2002"/><br>▼<br>12:50:59 PM |

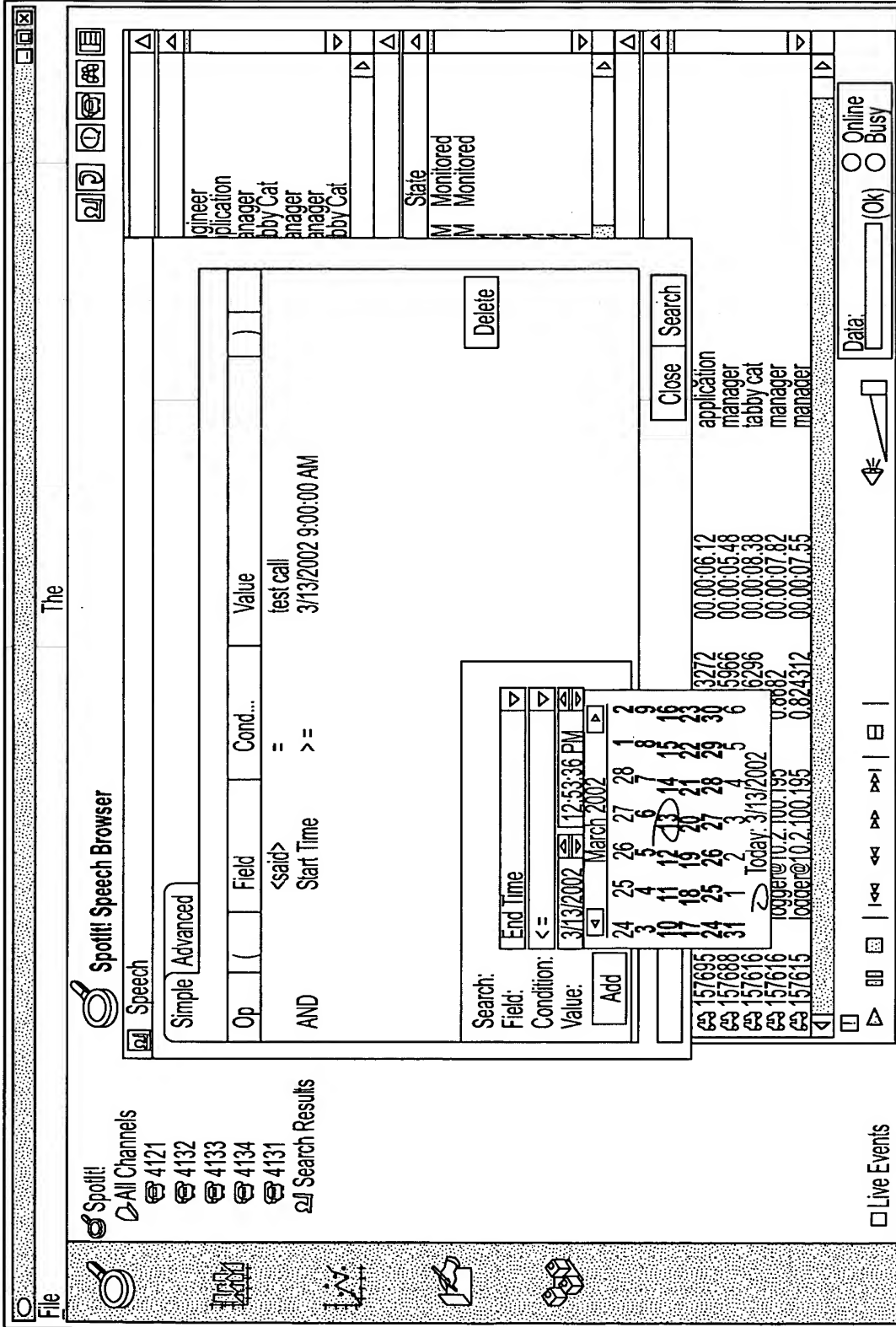
| Monitored:   |  |
|--|--|
| <input checked="" type="checkbox"/> Monitored Calls                        |  |
| <input type="checkbox"/> Unmonitored Calls                                 |  |
| <input type="text" value="0% Complete"/>                                   |  |
| <input type="button" value="Close"/> <input type="button" value="Search"/> |  |

| Call ID | Recorder ID         | Channel  | Time        | Priority | Text    |
|---------|---------------------|----------|-------------|----------|---------|
| 157616  | logger@10.2.100.195 | 0.8682   | 00.00:07.82 |          | manager |
| 157615  | logger@10.2.100.195 | 0.824312 | 00.00:07.55 |          | manager |

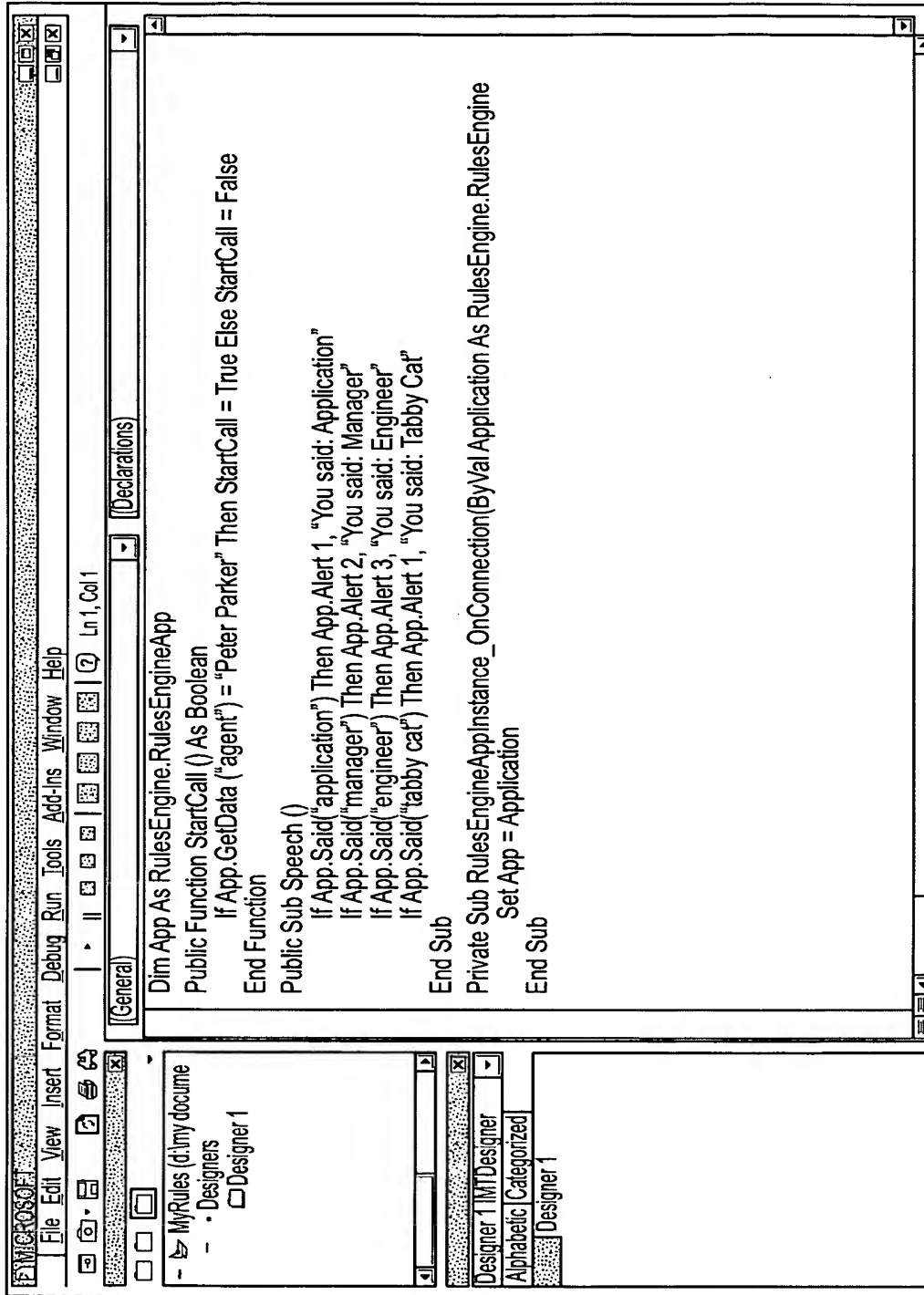
951

# Replacement Sheet

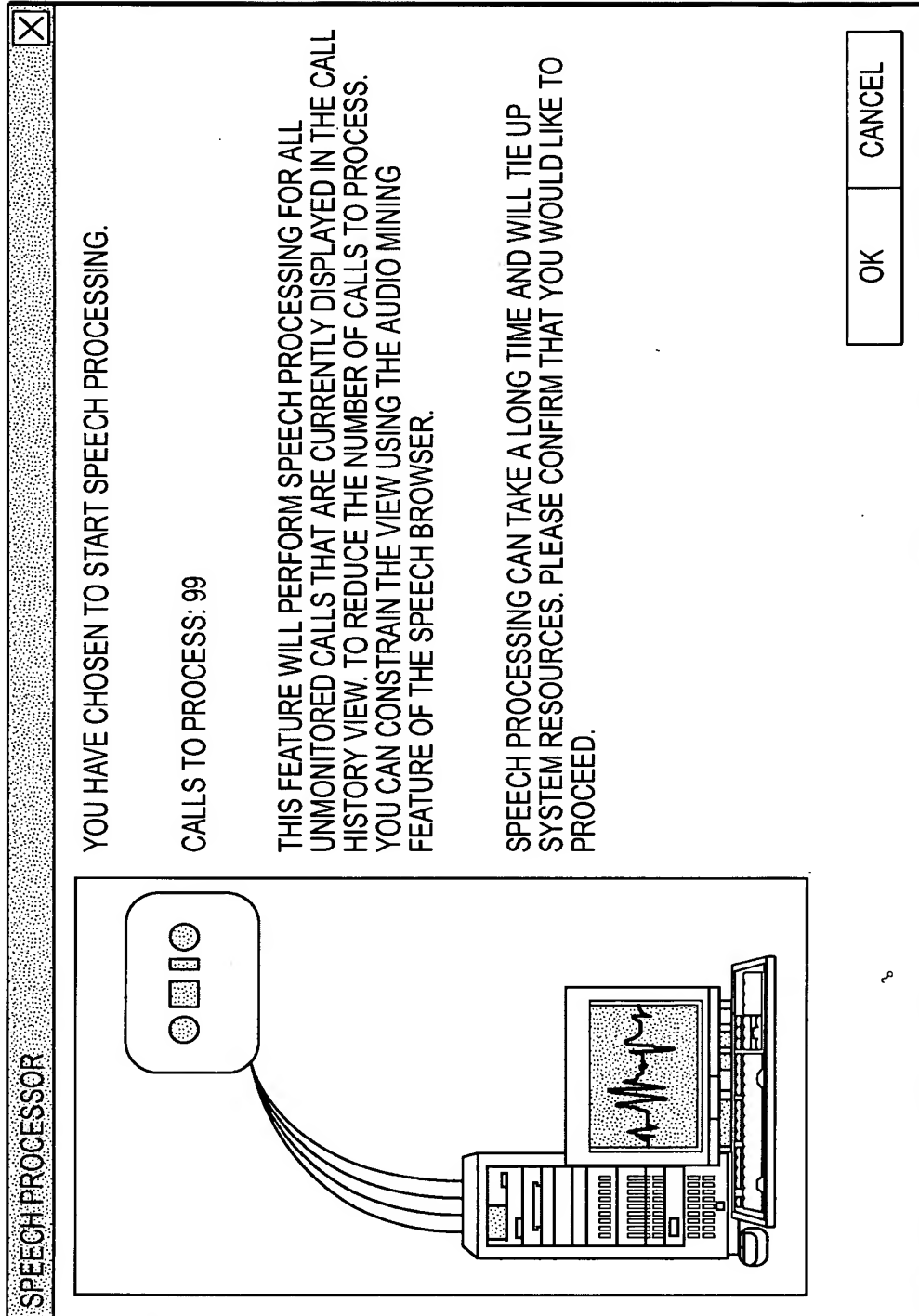


**FIG. 10**

## Replacement Sheet







**FIG. 11**

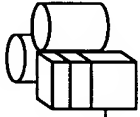
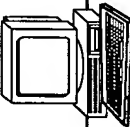
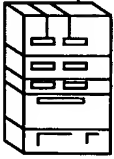


**FIG. 12**

# Replacement Sheet

 0% COMPLETED SPEECH





PROCESSING CALLS:

CALLS PROCESSED:

3

TOTAL CALLS:

4202

PERCENT COMPLETED:

0%

CANCEL

FIG. 13

# Replacement Sheet

Spot!!! Speech Statistics

File Edit View

1 Select the channels:

|      |
|------|
| 4121 |
| 4132 |
| 4133 |
| 4134 |
| 4131 |

2 Select the statistics:

|             |
|-------------|
| application |
| engineer    |
| manager     |
| tabbycat    |
| totalcalls  |
| testlong    |
| testdouble  |
| testtext    |
| testfool    |

3 Select the frequency:

Refresh Interval:

|      |
|------|
| 5    |
| sec. |

OK

FIG. 14

# Replacement Sheet

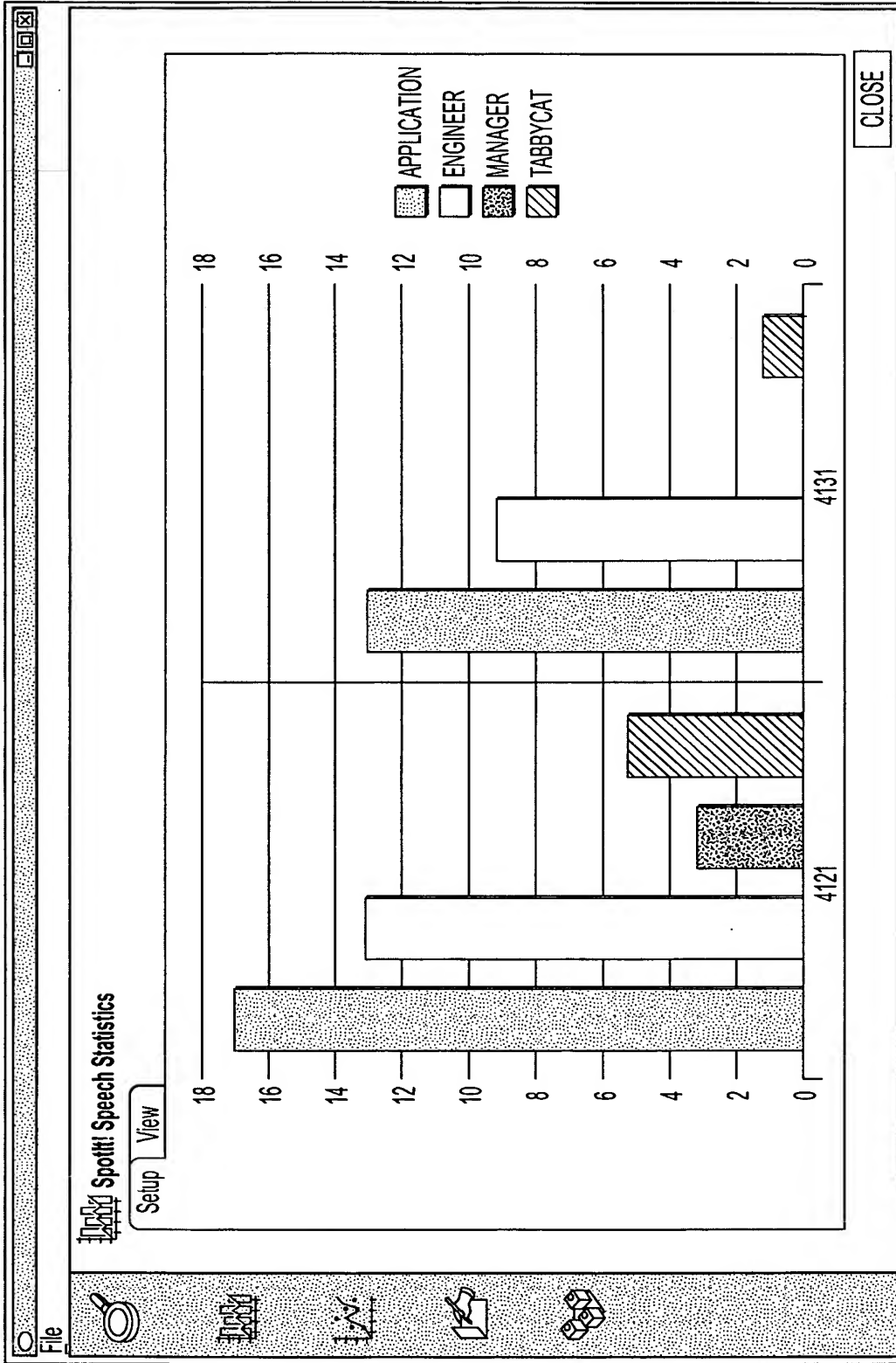


FIG. 15



# Replacement Sheet

AppManager-Voters Spoilt  
File Help

**Speech Reports**

Setup

Select Report:

|                          |
|--------------------------|
| Summary Drilldown Report |
| CallData Report          |
| Channel Summary Report   |

Select Recorder:

|               |
|---------------|
| msn@102100793 |
|---------------|

Run Report

Report Criteria

Calls:

☐ All

☒ In the last:

☐ Starts on:

☐ Starts after:

☒ Starts before:

24 10/17/2002 10/17/2002 10/17/2002 11:53:12 PM 11:53:12 PM

Hours

Channel:

☒ All

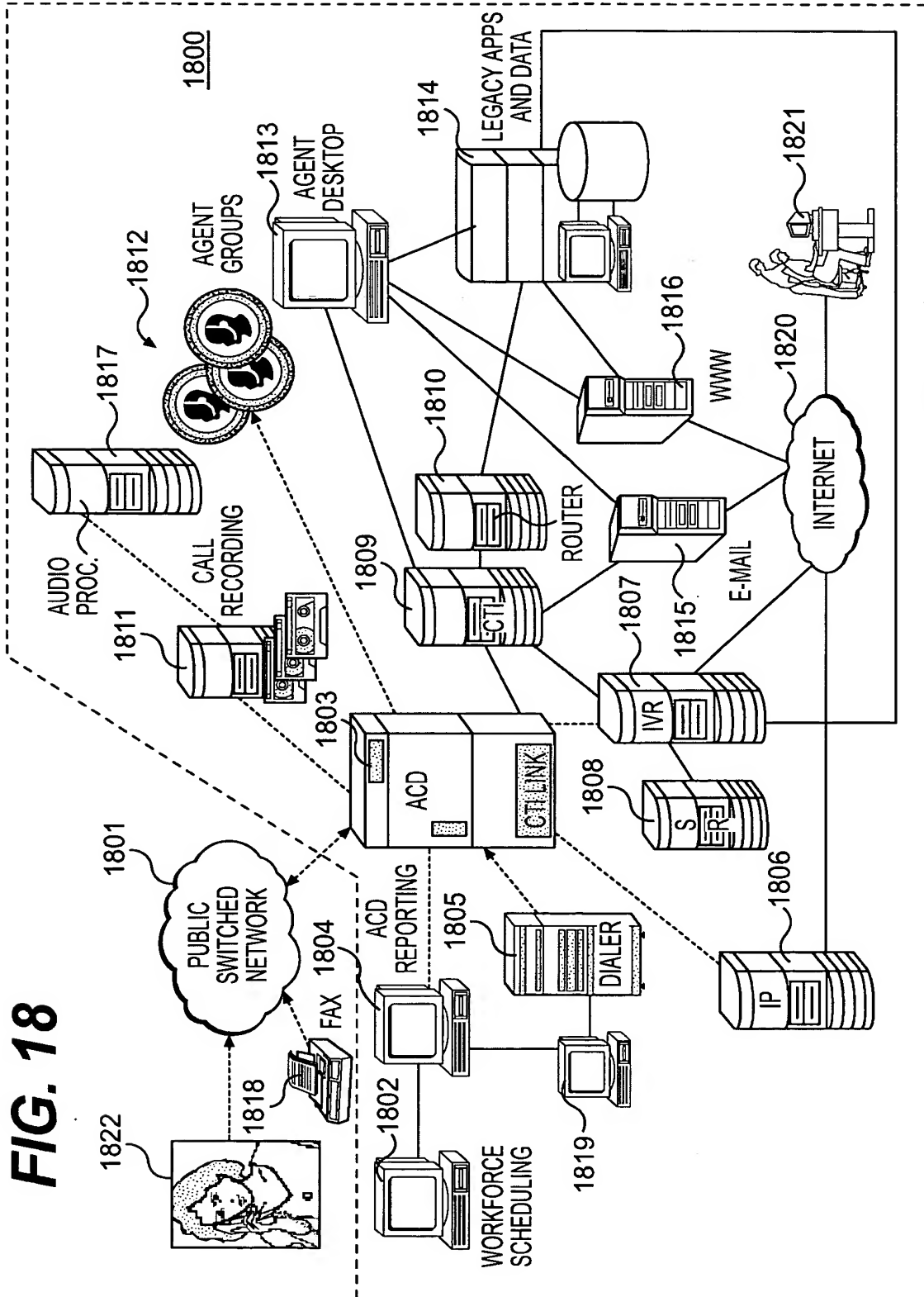
☐ Channel:

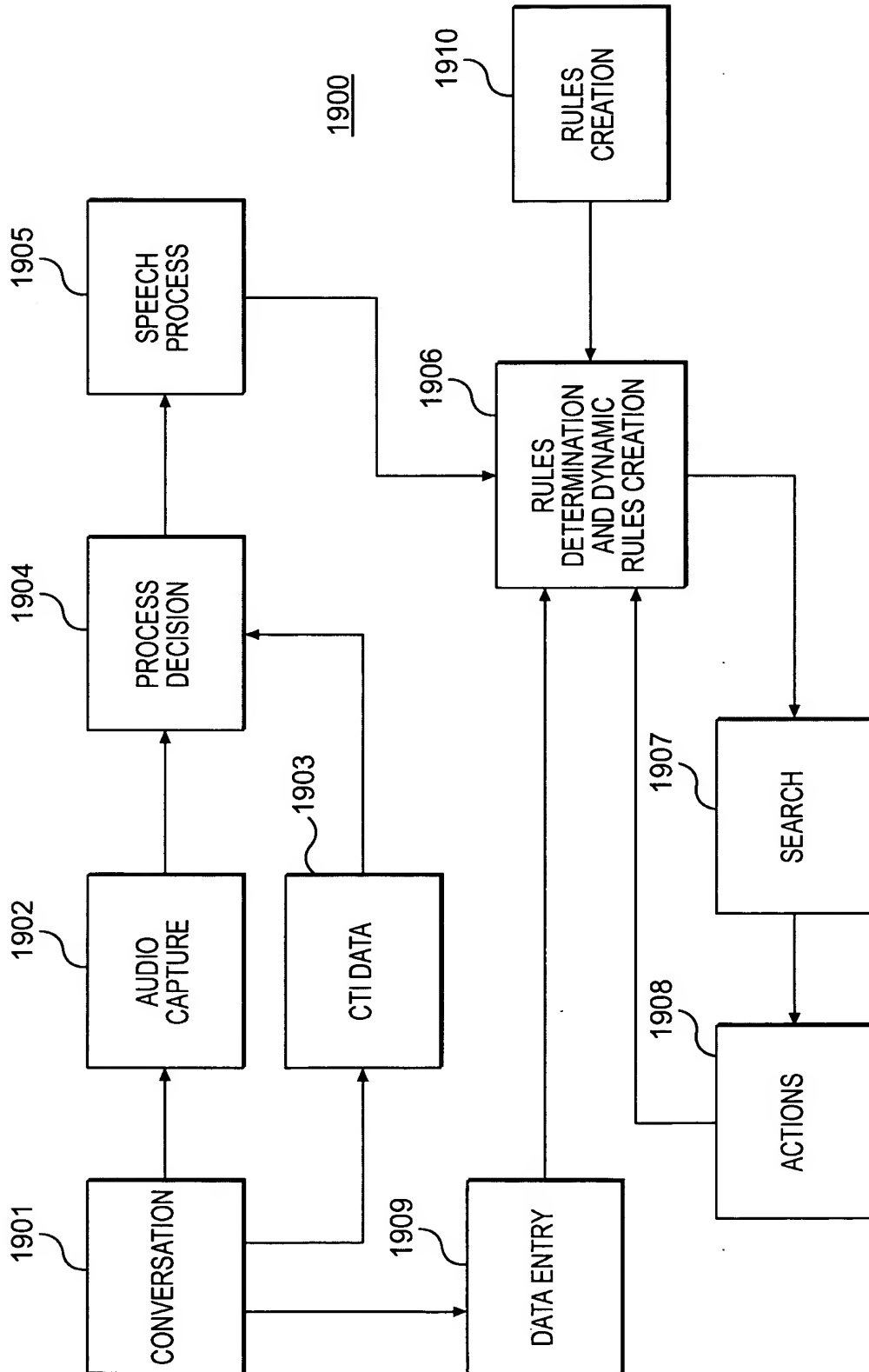
FIG. 16

# Replacement Sheet

|  |                    |                    |       |       |
|--|--------------------|--------------------|-------|-------|
| Report Preview   |                    |                    |       |       |
| Tx 100% 2 of 4 x   |                    |                    |       |       |
| Preview<br>-4120   |                    |                    |       |       |
| <div> <div>SpotIT!</div> <div>Call Detail Report</div> <div>10/13/2002</div> <div>Page 2 of 4</div> </div> |                    |                    |       |       |
| Channel  | Calls              | Stats              | Total | Score |
| 4121   | ?                  | 11                 | 28    | 36    |
| Call ID  | Start Time         | End Time           |       |       |
| 500001   | 5/7/2002 4:10:50PM | 5/7/2002 4:12:00PM |       |       |
| Statistic  |                    |                    | Score |       |
| Proper Opening   |                    |                    | 1     |       |
| DOB/Confirm 21   |                    |                    | 1     |       |
| Where get numb   |                    |                    | 0     |       |
| Name   |                    |                    | 1     |       |
| Address  |                    |                    | 1     |       |
| Telephone  |                    |                    | 0     |       |
| Future Contact   |                    |                    | 1     |       |
| Verify Info  |                    |                    | 1     |       |
| Appropriate Hold   |                    |                    | 0     |       |
| Conduct Survey   |                    |                    | 0     |       |
| Thank Customer   |                    |                    | 1     |       |
| Call ID  | Start Time         | End Time           |       |       |
| 500030   | 5/7/2002 4:10:50PM | 5/7/2002 4:12:00PM |       |       |
| Statistic  |                    |                    | Score |       |
| Proper Opening   |                    |                    | 1     |       |
| DOB/Confirm 21   |                    |                    | 1     |       |
| Where get numb   |                    |                    | 0     |       |
| Name   |                    |                    | 0     |       |
| Address  |                    |                    | 0     |       |
| Telephone  |                    |                    | 0     |       |
| Future Contact   |                    |                    | 0     |       |
| Verify Info  |                    |                    | 0     |       |
| Appropriate Hold   |                    |                    | 0     |       |
| Conduct Survey   |                    |                    | 0     |       |
| Thank Customer   |                    |                    | 0     |       |
| Call ID  | Start Time         | End Time           |       |       |
| 500031   | 5/7/2002 4:10:50PM | 5/7/2002 4:12:00PM |       |       |
| Statistic  |                    |                    | Score |       |
| Proper Opening   |                    |                    | 1     |       |
| DOB/Confirm 21   |                    |                    | 1     |       |
| Where get numb   |                    |                    | 0     |       |
| Name   |                    |                    | 0     |       |
| Address  |                    |                    | 0     |       |
| Telephone  |                    |                    | 0     |       |
| Future Contact   |                    |                    | 0     |       |
| Verify Info  |                    |                    | 0     |       |
| Appropriate Hold   |                    |                    | 0     |       |
| Conduct Survey   |                    |                    | 0     |       |
| Thank Customer   |                    |                    | 0     |       |

**FIG. 17**





**FIG. 19**